

Oracle Banking Digital Experience

**Retail Credit Card User Manual
Release 15.1.0.0.0**

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ORACLE®

Retail Credit Card User Manual

October 2015

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

1.3 Access to OFSS Support

<https://support.us.oracle.com>

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

Transaction Host Integration Matrix provides information on host integration requirements for the transactions covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction

The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.

- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure.

If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 15.1.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

2. Transaction Host Integration Matrix

Legends

| | |
|-----------|--|
| NH | No Host Interface Required. |
| ★ | Host Interface to be developed separately. |
| ✓ | Pre integrated Host interface available. |
| × | Pre integrated Host interface not available. |
| SR | Service Request. Processing to be handled Operationally. |

| Transaction Name | FLEXCUBE UBS | Third Party Host System |
|----------------------------------|--------------|-------------------------|
| Credit Card Summary | × | ★ |
| Credit Card Details | × | ★ |
| Credit Card Statement | × | ★ |
| Credit Card Payment | × | ★ |
| Modify Supplementary Card Limits | × | ★ |
| Register Credit Card | × | ★ |
| Activate Credit Card | × | SR |
| Apply For Credit Card | × | SR |
| Auto Pay Register | × | SR |
| Change Billing Cycle | × | SR |
| Change Credit Card Limit-Primary | × | SR |
| Credit Card ATM PIN Change | × | SR |
| Credit Card Hot Listing | × | SR |
| Credit Card Replacement | × | SR |
| Deactivation Of Credit Card | × | SR |

| Transaction Name | FLEXCUBE UBS | Third Party Host System |
|----------------------------|--------------|-------------------------|
| Deregister Credit Card | X | SR |
| Supplementary Card Request | X | SR |

3. Credit Card Summary

Using this option, you can view a summary of credit cards that you hold with the bank. You can also view the details of credit card and monthly statements for the selected credit card.

To view credit card summary details

1. From the **Cards** menu, select **Credit Cards**, and then select **Credit Card Summary**. The **Credit Card Summary** screen appears.

Credit Card Summary

| CREDIT CARD SUMMARY | | | | | | | | | | |
|--|--------------|---------------|--------------|------------|-----------------|-----------------|-------------|---------------|-----------------------------|-----------------------|
| 09-06-2015 09:54:19 GMT +0000 ? [Print] [Star] [Close] [Refresh] [X] | | | | | | | | | | |
| Card Number | Product Name | Card Type | Credit Limit | Cash Limit | Amount Utilized | Available Limit | Expiry Date | Card Currency | Current Outstanding Balance | Credit Card Statement |
| XXXXXXXXXX6751 | GOLD REWARDS | Primary | 90,000.00 | 40,000.00 | 20,000.00 | 70,000.00 | 23-Jan-2016 | INR | 5,000.00 | View |
| XXXXXXXXXX1234 | GOLD REWARDS | Primary | 90,000.00 | 40,000.00 | 20,000.00 | 70,000.00 | 23-Jan-2012 | INR | 5,000.00 | View |
| XXXXXXXXXX0245 | GOLD REWARDS | Supplementary | 20,000.00 | 10,000.00 | 5,500.00 | 18,000.00 | 23-Jan-2012 | INR | 4,000.00 | View |

Column Description

| Column Name | Description |
|------------------------|--|
| Card Number | <p>[Display, Hyperlink]</p> <p>Displays the nickname of the credit card, if any, or the credit card number.</p> <p>Displays the link to view details of the credit card.</p> |
| Product Name | <p>[Display]</p> <p>Displays the name of the product.</p> |
| Card Type | <p>[Display]</p> <p>Displays the card type.</p> |
| Credit limit | <p>[Display]</p> <p>Displays the card credit limit.</p> |
| Cash Limit | <p>[Display]</p> <p>Displays the card cash limit.</p> |
| Amount Utilized | <p>[Display]</p> <p>Displays the amount utilized.</p> |

| Column Name | Description |
|------------------------------------|---|
| Available Limit | [Display] Displays the available limit. |
| Expiry Date | [Display] Displays the expiry date. |
| Card Currency | [Display] Displays the card currency. |
| Current Outstanding Balance | [Display] Displays the current outstanding balance |

2. Click the required **Card Number** link.
The detailed **Credit Card Summary** screen appears.
OR
Click the **View** link in the **Credit Card Statement** column.
The **Credit Card Statement** screen appears.

Note: Please refer **Credit Card Statement** section for more information on Credit Card Statement.

Credit Card Summary- Details

CREDIT CARD SUMMARY 09-06-2015 09:56:39 GMT +0000 ? [Print] [Star] [Close] [Refresh]

Credit Card Details

| | |
|--------------------------------|-----------------------------------|
| Card Number: XXXXXXXXXXXX6751 | Card Type: Primary |
| Product Name: GOLD REWARDS | |
| Points Available: 1267 | |
| Total Credit Limit: 90,000.00 | Available Credit Limit: 70,000.00 |
| Total Cash Limit: 40,000.00 | Available Cash Limit: 40,000.00 |
| Current Balance: | Card Currency: INR |
| Total Billed Amount: 5,000.00 | Total Unbilled Amount: 15,000.00 |
| Statement Date: 18-Jun-2014 | Last Payment Date: 05-Jun-2014 |
| Last Payment Amount: 23,000.00 | Total Payment Due: 0.00 |
| Auto Payment Options: No | Recovery Account: |
| Expiry Date: 23-Jan-2016 | Current Authorisation: 0.00 |

Payment Due Details

| |
|--------------------------------|
| Payment Due Date: 07-Jul-2014 |
| Statement Due Amount: 5,000.00 |
| Minimum Amount Due: 200.00 |

[Back](#)
[Modify Supplementary Card Limit](#)
[View Statement](#)

Field Description

| Field Name | Description |
|------------|-------------|
|------------|-------------|

Credit Card Details

| | |
|----------------------|--|
| Card Number | [Display] Displays the credit card number. |
| Product Name | [Display] Displays the product name of the credit card. |
| Card Type | [Display] Displays the type of the credit card, The credit card type can be either primary or supplementary. |
| Card Currency | [Display] Displays the currency of the credit card. |

| | |
|-------------------------------|---|
| Points Available | [Display] Displays the loyalty points rewarded to the selected credit card. |
| Total Credit Limit | [Display] Displays the total sanctioned limit for credit purchases. |
| Available Credit Limit | [Display] Displays the available card limit for utilization. |
| Total Cash Limit | [Display] Displays the total cash withdrawal limit, (a sub-limit of sanctioned credit limit). |
| Available Cash Limit | [Display] Displays the cash limit available for utilization. |
| Current Balance | [Display] Displays the balance amount for the credit card as on current date. |
| Total Unbilled Amount | [Display] Displays the total amount yet to be billed by the bank. |
| Total Billed Amount | [Display] Displays the total bill amount raised for a specific bill date. |
| Statement Date | [Display] Displays the last date for which billing statement is generated. |
| Last Payment Date | [Display] Displays the last date on which the credit card payment is completed. |
| Last Payment Amount | [Display] Displays the latest amount that you have paid with the credit card. |
| Total Payment Due | [Display] Displays the amount outstanding for the selected credit card as on last statement date. |
| Auto Payment Options | [Display] Displays whether the auto- payment facility is available for the selected credit card. Displays Yes only if you have opted for auto payment facility for the selected credit card. |
| Recovery Account | [Display] Displays the CASA account that is to be debited when Auto Pay option is 'Yes' |

| | |
|------------------------------|--|
| Expiry Date | [Display] Displays the expiry date of card. |
| Current Authorisation | [Display] Displays the total amount of transactions for which authorizations is completed (card limit is utilized, but the transaction is not yet claimed). |
| Payment Due Details | |
| Statement Due Amount | [Display] Displays the total billed amount of the card for the last statement generated. |
| Minimum Amount Due | [Display] Displays the mandatory amount to be paid out of the total billed amount. |
| Payment Due Date | [Display] Displays the date before which minimum, part or full payment is to be made. |

3. Click **Back**.
The **Credit Card Summary** screen appears.
4. Click **Modify Supplementary Card Limit**.
The **Modify Supplementary Card Limit** screen appears.
5. Click **View Statement**.
The **Credit Card Statement** screen appears.

Note: Please refer **Credit Card Statement** section and **Modify Supplementary Card Limit** sections for more information on Credit Card Statement and Supplementary Card Limit.

3.1 Secondary Credit Card Details

Using this option you can view the secondary credit card details. The limits of the card number which has card type as secondary can be modified.

To view secondary Credit Card details

Credit Card Details

CREDIT CARD SUMMARY

09-06-2015 09:58:21 GMT +0000 ?

Credit Card Details

Card Number: XXXXXXXXXXXX0245

Product Name: GOLD REWARDS

Primary Card Number: XXXXXXXXXXXX1234

Total Credit Limit: 20,000.00

Total Cash Limit: 10,000.00

Current Balance:

Total Billed Amount: 4,000.00

Statement Date: 02-Mar-2010

Last Payment Amount: 23,000.00

Auto Payment Options: Yes

Expiry Date: 23-Jan-2012

Card Type: Supplementary

Points Available: 133

Available Credit Limit: 18,000.00

Available Cash Limit: 11,000.00

Card Currency: INR

Total Unbilled Amount: 1,500.00

Last Payment Date: 20-Mar-2010

Total Payment Due: 0.00

Recovery Account:

Current Authorisation: 0.00

Payment Due Details

Payment Due Date: 20-Feb-2010

Statement Due Amount: 4,000.00

Minimum Amount Due: 200.00

Back

View Statement

1. Click **View Statement**.
The **Credit Card Statement** screen appears.
OR
Click **Back**.
The **Credit Card Summary** screen appears.

4. Credit Card Statement

Using this option, you can view monthly credit card statements mapped to your account in the application.

To view monthly credit card statement

1. From the **Cards** menu, select **Credit Cards**, and then select **Credit Card Statement**. The **Credit Card Statement** screen appears.

Note: You can also click **View Statement** screen on the **Credit Card Summary** screen to view the **Credit Card Statement** screen.

Credit Card Statement

Field Description

| Field Name | Description |
|--------------------|---|
| Card Number | [Mandatory, Drop-Down] Indicates the credit card number. |
| Month | [Mandatory, Drop-Down] Indicates the month for which you want the credit card statement. |
| Year | [Mandatory, Drop-Down] Indicates the year for which you want the credit card statement. |

2. From the **Card Number** list, select the appropriate option.
3. From the **Month** list, select the appropriate option.
4. From the **Year** list, select the appropriate option.
5. Click **Submit**.
The detailed **Credit Card Statement** screen appears.

Credit Card Statement – Details 1

CREDIT CARD STATEMENT05-06-2015 10:00:23 GMT +0000 ?

Card Number*:XXXXXXXXXX0245

Month:March

Year:2015

Submit

* Indicates mandatory fields.
** Indicates mandatory if particular option is enabled..

Credit Card Details

Card Number:XXXXXXXXXX0245

Card Currency:INRExpiry Date:23-Jan-2012

Total Credit Limit:20,000.00Available Credit Limit:18,000.00

Total Cash Limit:10,000.00Available Cash Limit:11,000.00

Total Billed Amount:4,000.00Total Unbilled Amount:1,500.00

Minimum Payment Due:200.00Payment Due Date:20-Feb-2010

Address Details

Full Name:PQR SHARMA

Mailing Address:B-104, CITY OF JOY

L.B.S. Marg

Mulund West

User Manual Oracle Banking Digital Experience Retail Credit Card

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Credit Card Statement – Details 2

CREDIT CARD STATEMENT

05-06-2015 10:00:23 GMT +0000 ?

Total Credit Limit: 20,000.00

Available Credit Limit: 18,000.00

Total Cash Limit: 10,000.00

Available Cash Limit: 11,000.00

Total Billed Amount: 4,000.00

Total Unbilled Amount: 1,500.00

Minimum Payment Due: 200.00

Payment Due Date: 20-Feb-2010

Address Details

Full Name: PQR SHARMA

Mailing Address: B-104, CITY OF JOY

L.B.S. Marg

Mulund West

Maharashtra

400068

Word Wrap

Customize Columns

Download

Print

| Reference Number | Transaction Date | Description | Debit | Credit |
|------------------|------------------|-------------------|-------|--------------|
| 12133657 | 05-06-2014 | Airtell Refill | | INR 500.00 |
| 87256160 | 09-06-2014 | GOLDEN CHARIOT | | INR 985.00 |
| 43451627 | 12-06-2014 | LIFESTYLE, OBEROI | | INR 4,287.00 |
| 24569167 | 14-06-2014 | PIZZA HUT, POWAI | | INR 850.00 |

Records 1 to 4 of 4

Page 1 of 1

| Field Description | |
|-------------------------------|--|
| Field Name | Description |
| Credit Card Details | |
| Card Number | [Display] Displays the number of the credit card. |
| Card Currency | [Display] Displays currency of the credit card. |
| Expiry Date | [Display] Displays the expiry date of the credit card. |
| Total Credit Limit | [Display] Displays the total sanctioned limit available for credit purchases. |
| Available Credit Limit | [Display] Displays the available card limit for utilization. |
| Total Cash Limit | [Display] Displays the total cash withdrawal limit, (a sub limit of sanctioned credit limit). |
| Available Cash Limit | [Display] Displays the cash limit available for utilization. |
| Total Unbilled Amount | [Display] Displays the total amount yet to be billed by the bank. |
| Total Billed Amount | [Display] Displays the mandatory amount that is to be paid out of the total billed amount. |
| Minimum Payment Due | |
| Payment Due Date | [Display] Displays the date before which minimum, part or full payment is to be made. |
| Address Details | |
| Full name | [Display] Displays the full name of the credit card holder. |

| Field Name | Description |
|------------------------|--|
| Mailing Address | <p>[Display]</p> <p>Displays the complete mailing address of the credit card holder. The details include:</p> <ul style="list-style-type: none"> • Flat Number • Street Name • City • Country • Postal Code |

Column Description

| Column Name | Description |
|---|---|
| Credit Card Transactions for the Month | |
| Reference Number | <p>[Display]</p> <p>Displays the reference number of the transaction.</p> |
| Transaction Date | <p>[Display]</p> <p>Displays the transaction date of the transaction.</p> |
| Description | <p>[Display]</p> <p>Displays a short description of the transaction.</p> |
| Debit | <p>[Display]</p> <p>Displays the debit amount of the transaction.</p> |
| Credit | <p>[Display]</p> <p>Displays the credit amount of the transaction.</p> |

The options mentioned below are applicable for records of credit card transactions.


| Column Name | Description |
|-------------|-------------|
|-------------|-------------|


To enable the word wrap in the columns, select the **Word Wrap** check box.


Click **Customize Columns** to reorder the columns or select the columns that appear in the credit card transactions list.


Click **Download** to download all or selected columns in the credit card transactions list. You can download the list in PDF, XLS, QIF, OFX and MT940 formats.

Click **Print** to print the credit card transactions list and open the list as a PDF document.

Click  to view the first page of the credit card transactions list.


Click  to view the previous page of the credit card transactions list.

Click  to view the next page of the credit card transactions list.

Click  to view the last page of the credit card transactions list.

From the **Page** list, select the required page number of the credit card transactions list.

From the **Show Rows** list, select the number of rows to be displayed in the credit card transactions list.

Click  next to the required column to sort the records of credit card transactions in ascending or descending order.

5. Credit Card Payment

Using this option, you can pay for transactions on existing (registered) or new (unregistered) credit cards in the application. You can transfer funds from your CASA accounts in the application.


You can either pay the total outstanding amount, minimum outstanding amount or a specific amount for the credit cards.

To make credit card payment

1. From the **Cards** menu, select **Credit Cards**, and then select **Credit Card Payment**. The **Credit Card Payment** screen appears.

Credit Card Payment

Field Description

| Field Name | Description |
|----------------------------|---|
| From Account | <p>[Mandatory, Drop-Down]</p> <p>Indicates your current and savings accounts.</p> <p>Click the View Balance link to view the account balance of the selected account</p> <p>Click  to search all current and savings accounts in the application.</p> |
| Card Number | <p>[Mandatory, Option, Drop-Down, Alphanumeric]</p> <p>Indicates whether you want to select your existing credit card or enter a new credit card number.</p> <p>Indicates your existing credit card or a new credit card number.</p> |
| Payment Instruction | |

| Field Name | Description |
|---------------------------|--|
| Total Amount Due | <p>[Option, Display]</p> <p>Indicates that you have to pay the total payable amount for your existing credit card.</p> <p>To enable this field, select an existing credit card number, from the Card Number field.</p> <p>Displays the total bill amount of the credit card.</p> |
| Minimum Amount Due | <p>[Conditional, Option, Display]</p> <p>Indicates that you have to pay the minimum payable amount for your existing credit card.</p> <p>To enable this field, select an existing credit card number, from the Card Number field.</p> <p>Displays the minimum amount to be paid for the credit card.</p> |
| Amount | <p>[Mandatory, Option, Numeric, 15]</p> <p>Indicates that you have to pay the specified bill amount for your existing or new credit card.</p> <p>To enable this field, select an existing credit card number or enter a new credit card number in the Card Number field.</p> <p>Indicates the specific amount that you want to pay for the credit card.</p> |
| Payment Due Date | <p>[Display]</p> <p>Displays the date before which minimum, part or full payment is to be made for the credit card.</p> |

2. From the **From Account** list, select the appropriate option.
3. From the **Card Number** field, select the appropriate option and enter the credit card number, if required.
4. In the **Amount** field, select the appropriate option and enter the specific amount that you want to pay for the credit card.
5. Click **Submit**.
The **Credit Card Payment – Verify** screen appears.

Credit Card Payment- Verify

CREDIT CARD PAYMENT - VERIFY 05-06-2015 09:59:44 GMT +0000 ? [print] [star] [close]

From Account: 1040410879021

Card Number: XXXXXXXXXXXX0245

Amount: 200.00 INR

[Back] [Confirm]

6. Click **Confirm**.
 The **Credit Card Payment - Confirm** screen appears.
 OR
 Click **Back**.
 The **Credit Card Payment** screen appears.

Credit Card Payment - Confirm

CREDIT CARD PAYMENT - CONFIRM 05-06-2015 09:59:44 GMT +0000 ? [print] [star] [close]

✔ Transaction with reference number 188054608381506 is in Accepted state.

Host Reference Number: 1234567890123456

From Account: 1040410879021

Card Number: XXXXXXXXXXXX0245

Amount: 200.00 INR

[OK] [E-Receipt]

7. Click **E-receipt** to generate the e-receipt of the transaction.
 OR
 Click **OK**.
 The **Credit Card Payment** screen appears.

6. Register Credit Card

Using this option you register a new credit card issued by the bank for accessing Internet and Mobile Banking.

To register a Credit Card

1. From the **Cards** menu, select **Credit Cards**, and then select **Register Credit Card**. The **Register Credit Card** screen appears.

Register a Credit Card

REGISTER CREDIT CARD

Card No*:

Credit Card Expiry*:

Month:

Month

Year:

Select Year

CVV Number*:

Credit Card Pin*:

User Reference:

Submit

* Indicates mandatory fields.

** Indicates mandatory if particular option is enabled.

Field Description

Field Description

| Field Name | Description |
|--------------------|--|
| Card No. | [Mandatory, Numeric, 16] Indicates the credit card number for registration. |
| Credit Card Expiry | |
| Month | [Mandatory, Drop-Down] Indicates the month of credit card expiry. |
| Year | [Mandatory, Drop-Down] Indicates the year of credit card expiry. |
| CVV Number | [Mandatory, Numeric, 4] Indicates the Credit Card Verification Value number (CVV) available on the credit card in encrypted form. |

| Field Name | Description |
|------------------------|---|
| Credit Card Pin | [Mandatory, Numeric] Indicates the credit card PIN in encrypted form. |
| Disclaimer | [Display] Displays the disclaimer by the bank, if any. |
| User Reference | [Optional, Alphanumeric, 25] Indicates the reference number for tracking the registration. |

2. In the **Card No.** field, enter the credit card number.
3. From the **Month** list, select the appropriate option.
4. From the **Year** list, select the appropriate option.
5. In the **CVV Number** field, enter the credit card CVV number.
6. In the **Credit Card Pin** field, enter the credit card PIN.
7. Click **Submit**.
The **Register Credit Card - Verify** screen appears.

Register Credit Card - Verify

REGISTER CREDIT CARD - VERIFY

18-Jun-2015 11:39:32 GMT +0000 ? [Print] [Star] [List] [Close]

Card No: 6078243156780123

Credit Card Expiry: Month: May Year: 2019






User Reference:

[Change] [Confirm]

8. Click **Confirm**.
The **Register Credit Card - Confirm** screen appears.
OR
Click **Change**.
The **Register Credit Card** screen appears.

Register Credit Card - Confirm

REGISTER CREDIT CARD - CONFIRM

18-Jun-2015 11:39:32 GMT +0000 ?     

Card No: 6078243156780123

Credit Card Expiry: Month: May Year: 2019

User Reference:

OK

9. Click **OK**.
The **Register Credit Card** screen appears.

7. Modify Supplementary Card Limit

Using this option you can modify the credit limit for supplementary card.

To modify the credit limit for supplementary card

1. From the **Cards** menu, select **Credit Cards**, and then select **Modify Supplementary Card Limit**.
The **Modify Supplementary Card Limit** screen appears.

Modify Supplementary Card Limit

MODIFY SUPPLEMENTARY CARD LIMIT
27-Jul-2015 13:48:00 GMT +0000
?
Print
Star
List
Close
X

Credit Card Number*:
XXXXXXXXXXXX1234

Submit

Field Description

| Field Name | Description |
|---------------------------|---|
| Credit Card Number | [Mandatory, Drop-Down] Indicates the credit card number. |

2. From the **Credit Card Number** list, select the appropriate option.
3. Click **Submit**.
The detailed **Modify Supplementary Card Limit** screen appears.

Modify Supplementary Card Limit - Details

MODIFY SUPPLEMENTARY CARD LIMIT
27-Jul-2015 13:48:29 GMT +0000
?
Print
Star
List
Close
X

| Card Number | Product Name | Card Type | Card Holder Name | Card Currency | Existing Credit Limit | New Credit Limit | Existing Cash Limit | New Cash Limit |
|------------------|--------------|----------------|------------------|---------------|-----------------------|------------------|---------------------|----------------|
| XXXXXXXXXXXX6751 | GOLD REWARDS | PrimaryPrimary | NUPUR SHARMA | INR | 90000.00 | 90000.00 | 40000.00 | 40000.00 |
| XXXXXXXXXXXX0912 | GOLD REWARDS | Supplementary | GUNJAN SHARMA | INR | 30000.00 | 30.00 | 15000.00 | 15 |
| XXXXXXXXXXXX0123 | GOLD REWARDS | Supplementary | ROHIT SHARMA | GBP | 20000.00 | 20000.00 | 10000.00 | 10000.00 |
| XXXXXXXXXXXX1234 | GOLD REWARDS | Primary | ABC SHARMA | INR | 90000.00 | 90000.00 | 40000.00 | 40000.00 |
| XXXXXXXXXXXX0823 | GOLD REWARDS | Supplementary | XYZ SHARMA | INR | 30000.00 | 30000.00 | 15000.00 | 15000.00 |
| XXXXXXXXXXXX0245 | GOLD REWARDS | Supplementary | PQR SHARMA | INR | 20000.00 | 20000.00 | 10000.00 | 10000.00 |

Back
Submit

Column Description

| Column Name | Description |
|------------------------------|---|
| Card Number | [Display] Displays the credit card number. |
| Product Name | [Display] Displays the product name of the credit card. |
| Card Type | [Display] Displays the credit card type. The credit card type can be either Primary or Supplementary. |
| Card Holder Name | [Display] Displays the name of the credit card holder. |
| Card Currency | [Display] Displays the currency of the credit card. |
| Existing Credit Limit | [Display] Displays the existing card credit limit. |
| New Credit Limit | [Mandatory, Numeric, 15] Indicates the new credit limit of the supplementary credit card. |
| Existing Cash Limit | [Display] Displays the existing cash limit of the credit card. |
| New Cash Limit | [Mandatory, Numeric, 15] Indicates the new cash limit of the supplementary credit card. |

4. In the **New Credit Limit** field, enter the new credit limit for the supplementary credit card.
5. In the **New Cash Limit** field, enter the new cash limit for the supplementary credit card.
6. Click **Submit**.
The **Modify Supplementary Card Limit – Verify** screen appears.
OR
Click **Back**.
The **Modify Supplementary Card Limit** screen appears.

Modify Supplementary Card Limit - Verify

MODIFY SUPPLEMENTARY CARD LIMIT VERIFY
27-Jul-2015 13:48:47 GMT +0000
?
Print
Star
List
Close

| Card Number | Existing Credit Limit | New Credit Limit | Existing Cash Limit | New Cash Limit |
|------------------|-----------------------|------------------|---------------------|----------------|
| XXXXXXXXXXXX6751 | 90000.00 | 90000.00 | 40000.00 | 40000.00 |
| XXXXXXXXXXXX0912 | 30000.00 | 30.00 | 15000.00 | 15.00 |
| XXXXXXXXXXXX0123 | 20000.00 | 20000.00 | 10000.00 | 10000.00 |
| XXXXXXXXXXXX1234 | 90000.00 | 90000.00 | 40000.00 | 40000.00 |
| XXXXXXXXXXXX0823 | 30000.00 | 30000.00 | 15000.00 | 15000.00 |
| XXXXXXXXXXXX0245 | 20000.00 | 20000.00 | 10000.00 | 10000.00 |

Back
Confirm

- Click **Confirm**.
The **Modify Supplementary Card Limit** Confirm screen appears.
OR
Click **Back**.
The **Modify Supplementary Card Limit** screen appears.

Modify Supplementary Card Limit - Confirm

MODIFY SUPPLEMENTARY CARD LIMIT CONFIRM
27-Jul-2015 13:48:47 GMT +0000
?
Print
Star
List
Close

✔ Transaction with reference number 134124845960054 is in Accepted state.

| Card Number | Existing Credit Limit | New Credit Limit | Existing Cash Limit | New Cash Limit |
|------------------|-----------------------|------------------|---------------------|------------------|
| XXXXXXXXXXXX6751 | 90000.00 | 20000.0090000.00 | 40000.00 | 15000.0040000.00 |
| XXXXXXXXXXXX0912 | 30000.00 | 20000.0030.00 | 15000.00 | 15000.0015.00 |
| XXXXXXXXXXXX0123 | 20000.00 | 20000.0020000.00 | 10000.00 | 15000.0010000.00 |
| XXXXXXXXXXXX1234 | 90000.00 | 20000.0090000.00 | 40000.00 | 15000.0040000.00 |
| XXXXXXXXXXXX0823 | 30000.00 | 20000.0030000.00 | 15000.00 | 15000.0015000.00 |
| XXXXXXXXXXXX0245 | 20000.00 | 20000.0020000.00 | 10000.00 | 15000.0010000.00 |

OK

- Click **OK**.
The **Modify Supplementary Card Limit** screen appears.

8. Service Requests

Using this option you can initiate a service request.

To initiate a service request

1. From the **Customer Services** menu, select **New Service Request**.
The **Service Requests** screen appears.

Service Requests



SERVICE REQUESTS 09-06-2015 05:27:02 GMT +0000 ? [Print] [Star] [Calendar] [Close]

Select Transaction: Select Service Request [Dropdown Arrow]

Submit

8.1 Activate Credit Card

Using this service request option, you can raise a request to activate credit card, when bank issues you a new credit card or when your existing credit cards are deactivated.

To activate a credit card

1. From the **Select Transaction** list, select the **Activate Credit Card** option on the **Service Request** screen.
2. Click **Submit**.
The **Activate Credit Card** screen appears.

Activate Credit Card

ACTIVATE CREDIT CARD

09-06-2015 05:28:58 GMT +0000 ? [Print] [Star] [Close] [X]

Your request for Activation of Credit Card will be processed within X working day. The activate request will not be processed if the user has already placed a request for replacement of the card. The status of this request could be viewed in the "View Service Request" menu. Bank does not take any responsibility and will also not be liable for any claims if the details provided by the customer are incorrect or incomplete.

Credit Card Number*:

Reason*:

Credit Card Expiry Month*:

Year*:

Embossing Name*:

User Reference:

[Submit](#)

[Another Service Request](#)

* Indicates Mandatory Fields

Field Description

| Field Name | Description |
|---------------------------------|--|
| Credit Card Number | [Mandatory, Drop-Down] Indicates the number of the credit card that you want to activate. |
| Reason | [Mandatory, Drop-Down] Indicates the reason of credit card activation. The options are: <ul style="list-style-type: none"> Deactivated Card New Card |
| Credit Card Expiry Month | [Mandatory, Drop-Down] Indicates the month of credit card expiry. |
| Year | [Mandatory, Drop-Down] Indicates the year of credit card expiry. |
| Embossing Name | [Mandatory, Alphanumeric, 35] Indicates the embossing name as displayed on the credit card. |
| Disclaimer | [Display] Displays the disclaimer by the bank, if any. |

| Field Name | Description |
|-----------------------|---|
| User Reference | [Optional, Alphanumeric, 25] Indicates the reference number for tracking the activation. |

3. In the **Credit Card Number** field, enter the credit card number.
4. From the **Reason** list, select the appropriate option.
5. From the **Credit Card Expiry Month** list, select the appropriate option.
6. From the **Year** list, select the appropriate option.
7. In the **Embossing Name** field, enter the embossed name as present on the credit card.
8. Click **Submit**.
The **Activate Credit Card - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Activate Credit Card – Verify

ACTIVATE CREDIT CARD - VERIFY 22-Jun-2015 04:42:18 GMT +0000 ? [Print] [Star] [Close] [Refresh]

Credit Card Number: XXXXXXXXXXXX6751

Reason: New Card

Credit Card Expiry Month: May

Year: 2019

Embossing Name: John Smith

User Reference: 001256

Back Confirm

9. Click **Confirm**.
The **Activate Credit Card - Confirm** screen appears.
OR
Click **Back**.
The **Activate Credit Card** screen appears.

Activate Credit Card- Confirm

ACTIVATE CREDIT CARD - CONFIRM

22-Jun-2015 04:42:18 GMT +0000 ? [Print] [Star] [Close] [X]

⚠ Transaction submitted for Activate Credit Card having reference 104454963560211 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX6751

Reason: New Card

Credit Card Expiry Month: May

Year: 2019

Embossing Name: John Smith

User Reference: 001256

OK

Another Service Request

10. Click **OK**.
The **Activate Credit Card** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

8.2 Apply for Credit Card

Using this option, you can raise a request to apply for credit card.

To raise a request for credit card application

1. From the **Select Transaction** list, select the **Apply for Credit Card** option on the **Service Request** screen.
2. Click **Submit**.
The **Apply for Credit Card** screen appears.

Apply for Credit Card

APPLY FOR CREDIT CARD

09-06-2015 07:15:52 GMT +0000 ?

Your request for Apply Credit Card will be processed within N working days and would be mailed within N days.

In case of change in address the processing of request will be subject to Bank's verification norms being fulfilled.

The status of this request could be viewed in the "View Service Request" menu.

Bank does not take any responsibility and will also not be liable for any claims if the details provided by the customer are incorrect or incomplete.

Product Name*:

Select

Embossing Name*:

Date of Birth*:

Mothers Maiden Name*:

Delivery Details

Mode of Delivery*:

Branch

Courier

Select City

Select Branch

Name*:

Address*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

* Mandatory Fields

Another Service Request

Submit

Field Description

| Field Name | Description |
|-----------------------|--|
| Product Name | [Mandatory, Drop-Down] Indicates the product name of the credit card. |
| Embossing Name | [Mandatory, Alphabets, 35] Indicates the name as embossed on the credit card. |

User Manual Oracle Banking Digital Experience Retail Credit Card

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| Field Name | Description |
|-----------------------------|--|
| Date of Birth | [Mandatory, Pick List] Indicates your date of birth. |
| Mother's Maiden Name | [Mandatory, Alphanumeric] Indicates your mother's maiden name. |
| Mode of Delivery | [Mandatory, Option] Indicates the mode of delivery of the credit card. The options are: <ul style="list-style-type: none"> • Branch • Post/Courier |
| Select City | [Conditional, Drop-Down] Indicates the city in which the bank branch is located. To enable this field, select the Branch option, from the Mode of Delivery field. |
| Select Branch | [Conditional, Drop-Down] Indicates the branch from where the credit card is to be collected. To enable this field, select the Branch option, from the Mode of Delivery field. |
| Name | [Mandatory, Display, Alphanumeric] Displays your Customer Name as present in the application. Indicates the name of the receiver to whom the credit card is to be delivered. |
| Address | [Mandatory, Alphanumeric, 34 x 3, Display] Indicates the address of the receiver to whom the credit card is to be delivered. Displays the address of the bank branch if you select the Bank option from the Mode of Delivery field. Displays your address as present in the application if you select the Courier option from the Mode of Delivery field. |
| City | [Optional, Alphanumeric, 35, Display] Indicates the city of the receiver to whom the credit card is to be delivered. Displays the city of the bank branch if you select the Bank option from the Mode of Delivery field. |

| Field Name | Description |
|------------------------|---|
| State | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the state of the receiver to whom the credit card is to be delivered.</p> <p>Displays the state of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Country | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the country of the receiver to whom the credit card is to be delivered.</p> <p>Displays the country of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Zip/Postal Code | <p>[Optional, Alphanumeric, 10, Display]</p> <p>Indicates the zip or postal code of the receiver to whom the credit card is to be delivered.</p> <p>Displays the zip or postal code of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Phone | <p>[Optional, Numeric, 35]</p> <p>Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the credit card is to be delivered.</p> |
| Disclaimer | <p>[Display]</p> <p>Displays the disclaimer by the bank, if any.</p> |
| User Reference | <p>[Optional, Alphanumeric, 25]</p> <p>Indicates the reference number for future tracking.</p> |

3. From the **Product Name** list, select the appropriate option.
4. In the **Embossing Name** field, enter your name which is to be embossed on the credit card.
5. In the **Date of Birth** field, select your date of birth.
6. In the **Mother's Maiden Name** field, enter your mother's maiden name.
7. In the **Mode of Delivery** field, select the appropriate option.
 - a. If you select the **Bank** option:
 - i. From the **Select City** list, select the appropriate option.
 - ii. From the **Select Branch** list, select the appropriate option.
Your Customer Name in the application and the address details of the selected bank branch appear.
 - b. If you select the **Courier** option:
 - i. In the **Name** field, enter the name of the receiver to whom the credit card is to be delivered, if required.

- ii. In the **Address** field, enter the address of the receiver to whom the credit card is to be delivered, if required.
8. Click **Submit**.
The **Apply for Credit Card – Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Apply for Credit Card - Verify

APPLY FOR CREDIT CARD - VERIFY
24-Jun-2015 06:27:58 GMT +0000
?
Print
Star
Window
Close

Product Name: Diamond

Embossing Name: Amit Joshi

Date of Birth: 10-Mar-1988

Mothers Maiden Name: Medha

Delivery Details

Mode of Delivery: Branch

City: BANGALORE

Branch Name: Bank Futura-E06 BRANCH

Name: AMIT

Address: IFLEXPARK

BAGHMANE

BANGALORE

City: BANGALORE

State:

Country: United Kingdom

Zip/Postal Code:

Phone:

User Reference:

Back

Confirm

9. Click **Confirm**.
The **Apply for Credit Card - Confirm** screen appears.
OR
Click **Back**.
The **Apply for Credit Card – Confirm** screen appears.

Apply for Credit Card- Confirm

APPLY FOR CREDIT CARD - CONFIRM
?
Print
Star
Close

Transaction submitted for Apply for Credit Card having reference 558642612595178 has been set to status Auto Authorized.

Product Name: Diamond
Embossing Name: Amit Joshi
Date of Birth: 10-Mar-1988
Mothers Maiden Name: Medha

Delivery Details

Mode of Delivery: Branch
City: BANGALORE
Branch Name: Bank Futura-E06 BRANCH
Name: AMIT
Address: IFLEXPARK
BAGHMANE
BANGALORE
City: BANGALORE
State:
Country: United Kingdom
Zip/Postal Code:
Phone:
User Reference:

Another Service Request
OK

10. Click **OK**.
The **Apply for Credit Card Service Request** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

8.3 Automatic Pay Register

Using this service request option, you can raise a request for register for auto payment for credit card.

To register for auto payment for Credit Card

1. From the **Select Transaction** list, select the **Automatic pay Register** option on the **Service Request** screen.
2. Click **Submit**.
The **Automatic Pay Register** screen appears.

Automatic Pay Register

Field Description

| Field Name | Description |
|------------------------|---|
| Credit Card No. | [Mandatory, Drop-Down] Indicates the credit card number. |
| Account No. | [Mandatory, Drop-Down] Indicates your current and savings account. |
| Payment Type | [Mandatory, Option] Indicates the type for the auto-payment of bill amount of the credit card. The options are: <ul style="list-style-type: none"> • Total Amount Due • Minimum Amount Due • De-Register |
| Disclaimer | [Display] Displays the disclaimer by the bank, if any. |
| User Reference | [Optional, Alphanumeric, 25] Indicates the reference number for future tracking. |

3. In the **Credit Card No.** list, select the appropriate option.
4. In the **Account No.** list, select the appropriate option.
5. In the **Payment Type** field, select the appropriate option.
6. Click **Submit**.
The **Auto pay Register - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Auto pay Register - Verify

AUTOMATIC PAY REGISTER - VERIFY

09-06-2015 07:33:34 GMT +0000 ? [Print] [Star] [Close] [X]

Credit Card No.: XXXXXXXXXXXX1234

Account No: 0008207100379-108

Payment Type: Minimum Amount Due

User Reference:

[Back] [Confirm]

7. Click **Confirm**.
 The **Auto pay Register - Confirm** screen appears.
 OR
 Click **Back**.
 The **Auto pay Register** screen appears.

Auto pay Register - Confirm

AUTOMATIC PAY REGISTER - CONFIRM

24-Jun-2015 06:47:42 GMT +0000 ? [Print] [Star] [Close] [X]

⚠ Transaction submitted for Automatic pay Register having reference 264946559595919 has been set to status Auto Authorized.

Credit Card No.: XXXXXXXXXXXX1234

Account No: 0008207100278-108

Payment Type: Minimum Amount Due

User Reference:

[Another Service Request] [OK]

8. Click **OK**.
 The **Auto Pay Register** screen appears.
 OR
 Click **Another Service Request**.
 The **Service Requests** screen appears.

8.4 Change Billing Cycle

Using this service request option, you can raise a request for change billing cycle for credit card.

To change billing cycle for Credit Card

- From the **Select Transaction** list, select the **Change Billing Cycle** option on the **Service Request** screen.
- Click **Submit**.
 The **Change Billing Cycle** screen appears.

Change Billing Cycle

CHANGE BILLING CYCLE

09-06-2015 07:37:21 GMT +0000 ? [Print] [Star] [Close] [X]

Credit Card Number:

Select

Existing Billing Cycle:

New Billing Cycle:

Select

User Reference:

Another Service Request

Submit

Field Description

| Field Name | Description |
|-------------------------------|---|
| Credit Card Number | [Mandatory, Drop-Down] Indicates the credit card number. |
| Existing Billing Cycle | [Display] Displays the existing billing cycle for credit card payment. |
| New Billing Cycle | [Mandatory, Drop-Down] Indicates the new billing cycle for credit card payment. |
| Disclaimer | [Display] Displays the disclaimer by the bank, if any. |
| User Reference | [Optional, Alphanumeric, 25] Indicates the reference number for future tracking. |

- From the **Credit Card Number** list, select the appropriate option.
- From the **New Billing Cycle** list, select the appropriate option.
- Click **Submit**.
The **Change Billing Cycle - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Change Billing Cycle - Verify

CHANGE BILLING CYCLE - VERIFY 05-06-2015 09:24:02 GMT +0000 ? [print] [star] [close]

Credit Card Number: XXXXXXXXXXXX0245

Existing Billing Cycle: MONTHLY

New Billing Cycle: 5th day of the month

User Reference: test12

[Back] [Confirm]

6. Click **Confirm**.
 The **Change Billing Cycle - Confirm** screen appears.
 OR
 Click **Back**.
 The **Change Billing Cycle** screen appears.

Change Billing Cycle - Confirm

CHANGE BILLING CYCLE - CONFIRM 05-06-2015 09:24:02 GMT +0000 ? [print] [star] [close]

Transaction submitted for Change of Billing Cycle having reference 201297733379363 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX0245

Existing Billing Cycle: MONTHLY

New Billing Cycle: 5th day of the month

User Reference: test12

[Another Service Request] [OK]

7. Click **OK**.
 The **Change Billing Cycle** screen appears.
 OR
 Click **Another Service Request**.
 The **Service Requests** screen appears

8.5 Change Credit Card Limit-Primary

Using this service request option, you can raise a request to change credit card limit for primary credit card.

To change the credit card limit-primary

1. From the **Select Transaction** list, select the **Change Credit Limit** option on the **Service Request** screen.
2. Click **Submit**.
The **Change Credit Limit – Primary** screen appears.

Change Credit Card Limit - Primary

Field Description

| Field Name | Description |
|-----------------------------|---|
| Credit Card Number | [Mandatory, Drop-Down] Indicates the credit card number. |
| Current Credit Limit | [Display] Displays the current credit limit for the credit card. |
| Desired Credit Limit | [Mandatory, Numeric, 15] Indicates the preferred credit limit for the credit card. |
| Disclaimer | [Display] Displays the disclaimer by the bank, if any. |
| User Reference | [Optional, Alphanumeric, 25] Indicates the reference number for future tracking. |

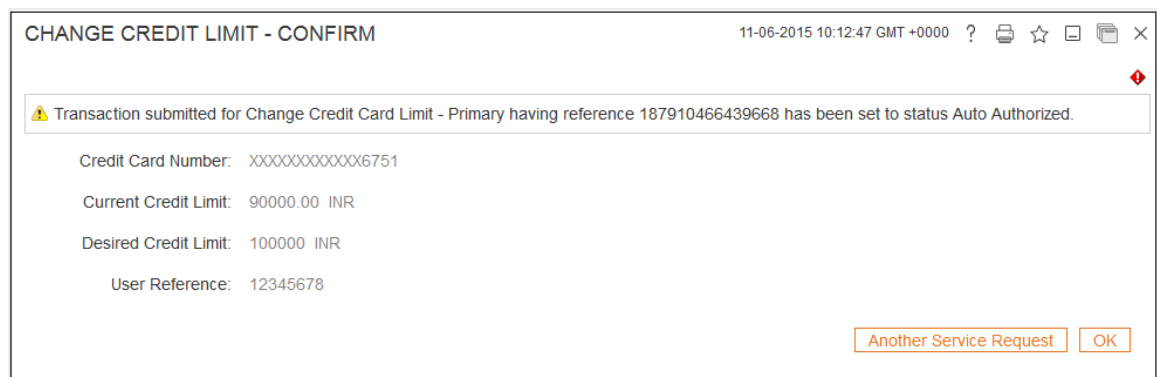
3. From the **Credit Card Number** list, select the appropriate option.
4. In the **Desired Credit Limit** field, enter your preferred credit limit for the credit card.

5. Click **Submit**.
The **Change Credit Card Limit - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Change Credit Limit - Verify

6. Click **Confirm**.
The **Change Credit Card Limit - Confirm** screen appears.
OR
Click **Back**.
The **Change Credit Card Limit - Primary** screen appears.

Change Credit Limit - Confirm



CHANGE CREDIT LIMIT - CONFIRM 11-06-2015 10:12:47 GMT +0000 ? [Print] [Star] [Close] [X]

⚠ Transaction submitted for Change Credit Card Limit - Primary having reference 187910466439668 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX6751

Current Credit Limit: 90000.00 INR

Desired Credit Limit: 100000 INR

User Reference: 12345678

Another Service Request OK

7. Click **OK**.
The **Change Credit Card Limit - Primary** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears

8.6 Credit Card ATM PIN Change

Using this service request option you can raise a request to change credit card PIN.

To change Credit Card PIN

1. From the **Select Transaction** list, select the **Credit Card ATM PIN Change** option on the **Service Request** screen.
2. Click **Submit**.
The **Credit Card ATM PIN Change** screen appears.

Credit Card ATM PIN Change

CREDIT CARD ATM PIN CHANGE 09-06-2015 05:24:39 GMT +0000 ? [Print] [Star] [Close]

Card No*: XXXXXXXXXXXXX1234 [Dropdown]

Delivery Details

Mode of Delivery*: ☒ Branch ☐ Courier

Select City [Dropdown] Select Branch [Dropdown]

Name*: [Text Box]

Address*: [Text Box]

[Text Box]

[Text Box]

City: [Text Box]

State: [Text Box]

Country: [Text Box]

Zip/Postal Code: [Text Box]

Phone: [Text Box]

User Reference: [Text Box]

*: Indicates mandatory field.
**: Indicates mandatory if particular option is enabled.

[Another Service Request](#) [Submit](#)

Field Description

| Field Name | Description |
|-----------------|---|
| Card No. | [Mandatory, Drop-Down] Indicates the credit card number. |

| Field Name | Description |
|-------------------------|--|
| Delivery Details | |
| Mode of Delivery | <p>[Mandatory, Option]</p> <p>Indicates the mode of delivery of the modified PIN of the credit card.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Branch • Post/Courier |
| Select City | <p>[Conditional, Drop-Down]</p> <p>Indicates the city in which the bank branch is located.</p> <p>To enable this field, select the Branch option, from the Mode of Delivery field.</p> |
| Select Branch | <p>[Conditional, Drop-Down]</p> <p>Indicates the branch from where the modified PIN of the credit card is to be collected.</p> <p>To enable this field, select the Branch option, from the Mode of Delivery field.</p> |
| Name | <p>[Mandatory, Display, Alphanumeric]</p> <p>Displays your Customer Name as present in the application.</p> <p>Indicates the name of the receiver to whom the modified credit card PIN is to be delivered.</p> |
| Address | <p>[Mandatory, Alphanumeric, 34 x 3, Display]</p> <p>Indicates the address of the receiver to whom the modified credit card PIN is to be delivered.</p> <p>Displays the address of the bank branch if you select the Bank option from the Mode of Delivery field.</p> <p>Displays your address as present in the application if you select the Courier option from the Mode of Delivery field.</p> |
| City | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the city of the receiver to whom the modified credit card PIN is to be delivered.</p> <p>Displays the city of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |

| Field Name | Description |
|------------------------|--|
| State | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the state of the receiver to whom the modified credit card PIN is to be delivered.</p> <p>Displays the state of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Country | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the country of the receiver to whom the modified credit card PIN is to be delivered.</p> <p>Displays the country of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Zip/Postal Code | <p>[Optional, Alphanumeric, 10, Display]</p> <p>Indicates the zip or postal code of the receiver to whom the modified credit card PIN is to be delivered.</p> <p>Displays the zip or postal code of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Phone | <p>[Optional, Numeric, 35]</p> <p>Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the modified credit card PIN is to be delivered.</p> |
| Disclaimer | <p>[Display]</p> <p>Displays the disclaimer by the bank, if any.</p> |
| User Reference | <p>[Optional, Alphanumeric, 25]</p> <p>Indicates the reference number for future tracking.</p> |

3. In the **Card No.** field, enter the credit card number.
4. In the **Mode of Delivery** field, select the appropriate option.
 - a. If you select the **Bank** option:
 - i. From the **Select City** list, select the appropriate option.
 - ii. From the **Select Branch** list, select the appropriate option.
Your Customer Name in the application and the address details of the selected bank branch appear.
 - b. If you select the **Courier** option:
 - i. In the **Name** field, enter the name of the receiver to whom the modified credit card PIN is to be delivered, if required.
 - ii. In the **Address** field, enter the address of the receiver to whom the modified credit card PIN is to be delivered, if required.
5. Click **Submit**.
The **Credit Card ATM PIN Change - Verify** screen appears.
OR

Click **Another Service Request**.
The **Service Requests** screen appears.

Credit Card ATM PIN Change - Verify

CREDIT CARD ATM PIN CHANGE - VERIFY 09-06-2015 10:38:47 GMT +0000

Card No: XXXXXXXXXXXX6751

Delivery Details

Mode of Delivery: Branch

City: USA

Branch Name: Bank Futura - TD

Name: Ketki Gupte

Address: Unit 1, Block A, California
USA
USA
City: USA
State:
Country: United Kingdom
Zip/Postal Code:
Phone:
User Reference:

Back Confirm

6. Click **Confirm**.
The **Credit Card ATM PIN Change - Confirm** screen appears.
OR
Click **Back**.
The **Credit Card ATM PIN Change** screen appears.

Credit Card ATM PIN Change - Confirm

CREDIT CARD ATM PIN CHANGE - CONFIRM 08-06-2015 09:23:24 GMT +0000

⚠ Transaction submitted for Credit Card ATM PIN Change having reference 105504873395573 has been set to status Auto Authorized.

Card No: XXXXXXXXXXXX6751

Delivery Details

Mode of Delivery: Branch

City: USA

Branch Name: Bank Futura TD Branch TD1

Name: Ketki Gupte

Address: Unit 1, Block A, California

USA

USA

City: USA

State:

Country: United Kingdom

Zip/Postal Code:

Phone:

User Reference: Test5

7. Click **OK**.
The **Credit Card ATM PIN Change** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

8.7 Credit Card Hot Listing

Using this service request option you can raise a request for credit card hot listing.

To raise a request for Credit Card Hot Listing

1. From the **Select Transaction** list, select the **Credit Card Hot Listing** option on the **Service Request** screen.
2. Click **Submit**.
The **Credit Card Hot Listing** screen appears.

Credit Card Hot Listing

CREDIT CARD HOT LISTING

09-06-2015 05:33:31 GMT +0000 ?

Credit Card Number*:

Select

Credit Card Hot Listing Reason*:

Select

New Credit Card Required*: ☒ Yes ☐ No

Delivery Details

☒ Branch ☐ Courier

Mode of Delivery*:

Select City

Select Branch

Name*:

Address*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

*:Indicates mandatory field.
**:Indicates mandatory if particular option is enabled.

Another Service Request

Submit

Field Description

| Field Name | Description |
|---------------------------------------|---|
| Credit Card Number | [Mandatory, Drop-Down] Indicates the credit card number. |
| Credit Card Hot Listing Reason | [Mandatory, Drop-Down] Indicates the reason for hot listing the credit card. The options are: <ul style="list-style-type: none"> • Others • Captured in Other Bank's ATM • Captured in Own Bank's ATM • Fraud Suspected • Lost • Stolen |
| Others | [Conditional, Alphanumeric, 25] Indicates the specific reason for hot listing the credit card. This field appears if you select the Others option from the Credit Card Hot Listing Reason list. |
| New Credit Card Required | [Mandatory, Option] Indicates that a new credit card is required. The options are: <ul style="list-style-type: none"> • Yes • No |
| Delivery Details | |
| Mode of Delivery | [Mandatory, Option] Indicates the mode of delivery of the new credit card. The options are: <ul style="list-style-type: none"> • Branch • Post/Courier |
| Select City | [Conditional, Drop-Down] Indicates the city in which the bank branch is located. To enable this field, select the Branch option, from the Mode of Delivery field. |

| Field Name | Description |
|------------------------|---|
| Select Branch | <p>[Conditional, Drop-Down]</p> <p>Indicates the branch from where the new credit card is to be collected.</p> <p>To enable this field, select the Branch option, from the Mode of Delivery field.</p> |
| Name | <p>[Mandatory, Display, Alphanumeric]</p> <p>Displays your Customer Name as present in the application.</p> <p>Indicates the name of the receiver to whom the new credit card is to be delivered.</p> |
| Address | <p>[Mandatory, Alphanumeric, 34 x 3, Display]</p> <p>Indicates the address of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the address of the bank branch if you select the Bank option from the Mode of Delivery field.</p> <p>Displays your address as present in the application if you select the Courier option from the Mode of Delivery field.</p> |
| City | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the city of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the city of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| State | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the state of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the state of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Country | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the country of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the country of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Zip/Postal Code | <p>[Optional, Alphanumeric, 10, Display]</p> <p>Indicates the zip or postal code of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the zip or postal code of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |

| Field Name | Description |
|-----------------------|---|
| Phone | [Optional, Numeric, 35] Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the new credit card is to be delivered. |
| Disclaimer | [Display] Displays the disclaimer by the bank, if any. |
| User Reference | [Optional, Alphanumeric, 25] Indicates the reference number for future tracking. |

3. In the **Credit Card Number** field, enter the credit card number.
4. In the **Credit Card Hot Listing Reason** field, select the appropriate option.
 - a. If you select the **Others** option:
 - i. In the **Others** field, enter the specific reason for hot listing the credit card.
5. In the **New Credit Card Required** field, select the appropriate option.
6. In the **Mode of Delivery** field, select the appropriate option.
 - a. If you select the **Bank** option:
 - i. From the **Select City** list, select the appropriate option.
 - ii. From the **Select Branch** list, select the appropriate option.
Your Customer Name in the application and the address details of the selected bank branch appear.
 - b. If you select the **Courier** option:
 - i. In the **Name** field, enter the name of the receiver to whom the new credit card is to be delivered, if required.
 - ii. In the **Address** field, enter the address of the receiver to whom the new credit card is to be delivered, if required.
7. Click **Submit**.
The **Credit Card Hot Listing- Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Credit Card Hot listing - Verify

CREDIT CARD HOT LISTING - VERIFY09-06-2015 10:53:25 GMT +0000 ?

Credit Card Number: XXXXXXXXXXXX6751

Credit Card Hot Listing Reason: Others

Other**: Upgrade

New Credit Card Required: Yes

Delivery Details

Mode of Delivery: Branch

City: USA

Branch Name: Bank Futura - TD

Name: Ketki Divyesh Shah

Address: Unit 1, Block A, California

USA

USA

City: USA

State:

Country: United Kingdom

Zip/Postal Code:

Phone:

User Reference:

Back

Confirm

8. Click **Confirm**.
The **Credit Card Hot Listing - Confirm** screen appears.
OR
Click **Back**.
The **Credit Card Hot Listing** screen appears.

Credit Card Hot Listing - Confirm

CREDIT CARD HOT LISTING - CONFIRM 05-06-2015 09:13:27 GMT +0000

Transaction submitted for Credit Card Hot Listing having reference 780677310378887 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX6751

Credit Card Hot Listing Reason: Others

Other**: Upgrade

New Credit Card Required: Yes

Delivery Details

Mode of Delivery: Branch

City: USA

Branch Name: Bank Futura TD Branch TD1

Name: Ketki Divyesh Shah

Address: Unit 1, Block A, California

USA

USA

City: USA

State:

Country: United Kingdom

Zip/Postal Code:

Phone:

User Reference: Test2

9. Click **OK**.
The **Credit Card Hot Listing** screen appears.
- OR
- Click **Another Service Request**.
The **Service Requests** screen appears.

8.8 Credit Card Replacement

Using this service request option, you can raise a request for credit card replacement.

To raise a request for Credit Card replacement

1. From the **Select Transaction** list, select the **Credit Card Replacement** option on the **Service Request** screen.
2. Click **Submit**.
The **Credit Card Replacement** screen appears.

Credit Card Replacement

CREDIT CARD REPLACEMENT
09-06-2015 05:38:07 GMT +0000
?
Print
Star
Close

Credit Card Number:
Select

Reason:
Select

Embossing Name:

Delivery Details

☒ Branch
☐ Courier

Mode of Delivery*:
Select City
Select Branch

Name*:

Address*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

*:Indicates mandatory field.
**:Indicates mandatory if particular option is enabled.

Another Service Request
Submit

Field Description

| Field Name | Description |
|---------------------------|--|
| Credit Card Number | [Mandatory, Drop-Down] Indicates the credit card number. |
| Reason | [Mandatory, Drop-Down] Indicates the reason for credit card replacement. |
| Embossing Name | [Mandatory, Alphabets, 35] Indicates the name as embossed on the credit card. |
| Delivery Details | |

| Field Name | Description |
|-------------------------|---|
| Mode of Delivery | <p>[Mandatory, Option]</p> <p>Indicates the mode of delivery of the new credit card.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Branch • Post/Courier |
| Select City | <p>[Conditional, Drop-Down]</p> <p>Indicates the city in which the bank branch is located.</p> <p>To enable this field, select the Branch option, from the Mode of Delivery field.</p> |
| Select Branch | <p>[Conditional, Drop-Down]</p> <p>Indicates the branch from where the new credit card is to be collected.</p> <p>To enable this field, select the Branch option, from the Mode of Delivery field.</p> |
| Name | <p>[Mandatory, Display, Alphanumeric]</p> <p>Displays your Customer Name as present in the application.</p> <p>Indicates the name of the receiver to whom the new credit card is to be delivered.</p> |
| Address | <p>[Mandatory, Alphanumeric, 34 x 3, Display]</p> <p>Indicates the address of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the address of the bank branch if you select the Bank option from the Mode of Delivery field.</p> <p>Displays your address as present in the application if you select the Courier option from the Mode of Delivery field.</p> |
| City | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the city of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the city of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| State | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the state of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the state of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |

| Field Name | Description |
|------------------------|---|
| Country | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the country of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the country of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Zip/Postal Code | <p>[Optional, Alphanumeric, 10, Display]</p> <p>Indicates the zip or postal code of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the zip or postal code of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Phone | <p>[Optional, Numeric, 35]</p> <p>Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the new credit card is to be delivered.</p> |
| Disclaimer | <p>[Display]</p> <p>Displays the disclaimer by the bank, if any.</p> |
| User Reference | <p>[Optional, Alphanumeric, 25]</p> <p>Indicates the reference number for future tracking.</p> |

3. In the **Credit Card Number** field, enter the credit card number.
4. From the **Reason** list, select the appropriate option.
5. In the **Embossing Name** field, enter the name as embossed on the credit card.
6. In the **Mode of Delivery** field, select the appropriate option.
 - a. If you select the **Bank** option:
 - i. From the **Select City** list, select the appropriate option.
 - ii. From the **Select Branch** list, select the appropriate option.
Your Customer Name in the application and the address details of the selected bank branch appear.
 - b. If you select the **Courier** option:
 - i. In the **Name** field, enter the name of the receiver to whom the new credit card is to be delivered, if required.
 - ii. In the **Address** field, enter the address of the receiver to whom the new credit card is to be delivered, if required.
7. Click **Submit**.
The **Credit Card Replacement- Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Credit Card Replacement - Verify

CREDIT CARD REPLACEMENT - VERIFY09-06-2015 11:02:43 GMT +0000 ?

Credit Card Number: XXXXXXXXXXXX6751

Replacement Reason: Change Embossing Name

Embossing Name: Chetan

Delivery Details

Mode of Delivery: Branch

City: USA

Branch Name: Bank Futura

Name: Abhishek Shukla

Address: Unit 1, Block A, California

USA

USA

City: USA

State:

Country: United Kingdom

Zip/Postal Code:

Phone:

User Reference:

BackConfirm

8. Click **Confirm**.
The **Credit Card Replacement- Confirm** screen appears.
OR
Click **Back**.
The **Credit Card Replacement** screen appears.

Credit Card Replacement - Confirm

CREDIT CARD REPLACEMENT - CONFIRM 05-06-2015 10:06:12 GMT +0000

Transaction submitted for Credit Card Replacement having reference 344757120382167 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX6751

Replacement Reason: Change Embossing Name

Embossing Name: Chetan

Delivery Details

Mode of Delivery: Branch

City: USA

Branch Name: Bank Futura

Name: Abhishek Shukla

Address: Unit 1, Block A, California

USA

USA

City: USA

State:

Country: United Kingdom

Zip/Postal Code:

Phone:

User Reference: Delivery

Another Service Request OK

9. Click **OK**.
The **Credit Card Replacement** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

8.9 Deactivation of Credit Card

Using this service request option, you can raise a request to deactivate credit card.

To deactivate a Credit Card

1. From the **Select Transaction** list, select the **Deactivation of Credit Card** option on the **Service Request** screen.
2. Click **Submit**.
The **Deactivation of Credit Card** screen appears.

Deactivation of Credit Card

Field Description

| Field Name | Description |
|---------------------------|---|
| Credit Card Number | [Mandatory, Drop-Down] Indicates credit card number. |
| Reason | [Mandatory, Drop-Down] Indicates the reason for deactivation of credit card. The options are: <ul style="list-style-type: none"> • Others • Captured in Other Bank's ATM • Captured in Own Bank's ATM • Fraud Suspected • Lost • Stolen |
| Others | [Conditional, Alphanumeric, 25] Indicates the specific reason for deactivating the credit card. This field appears if you select the Others option from the Reason list. |
| Disclaimer | [Display] Displays the disclaimer by the bank, if any. |
| User Reference | [Optional, Alphanumeric, 25] Indicates the reference number for future tracking. |

3. In the **Credit Card Number** field, enter the credit card number.
4. From the **Reason** list, select the appropriate option.
 - a. If you select the **Others** option:
 - i. In the **Others** field, enter the specific reason for deactivating the credit card.

5. Click **Submit**.
The **Deactivation of Credit Card - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Deactivation of Credit Card - Verify

DEACTIVATION OF CREDIT CARD - VERIFY 05-06-2015 09:26:33 GMT +0000 ? [Print] [Star] [Window] [Close]

Credit Card Number: XXXXXXXXXXXX6751
Credit Card Status: Active
Reason: Lost
User Reference: 3435446646

MESSAGES [Close]

⚠ Transaction will be stored in Release queue after final authorisation. Bank Administrator need to release the transaction to process it.

[Back] [Confirm]

6. Click **Confirm**.
The **Deactivation of Credit Card - Confirm** screen appears.
OR
Click **Back**.
The **Deactivation of Credit Card** screen appears.

Deactivation of Credit Card - Confirm

DEACTIVATION OF CREDIT CARD - CONFIRM 05-06-2015 09:26:33 GMT +0000 ? [Print] [Star] [Window] [Close]

⚠ Transaction submitted for Deactivation of Credit Card having reference 178286776379468 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX6751
Deactivation Reason: Lost
User Reference: 3435446646

[Another Service Request] [OK]

7. Click **OK**.
The **Deactivation of Credit Card** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

8.10 Deregister Credit Card

Using this service request option, you can raise a request to deregister credit card.

To deregister a Credit Card

1. From the **Select Transaction** list, select the **Deregister Credit Card** option on the **Service Request** screen.
2. Click **Submit**.
The **Deregister Credit Card** screen appears.

Deregister Credit Card

Field Description

| Field Name | Description |
|---------------------------|---|
| Credit Card Number | [Mandatory, Drop-Down] Indicates the credit card number. |
| Disclaimer | [Display] Displays the disclaimer by the bank, if any. |
| User Reference | [Optional, Alphanumeric, 25] Indicates the reference number for future tracking. |

3. In the **Credit Card Number** field, enter the credit card number.
4. Click **Submit**.
The **Deregister Credit Card - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Deregister Credit Card - Verify

DEREGISTER CREDIT CARD - VERIFY

19-Jun-2015 06:22:19 GMT +0000 ? [Print] [Star] [Close] [X]

Credit Card Number: XXXXXXXXXXXX1234

User Reference: Reference 234

[Change] [Confirm]

5. Click **Confirm**.
The **Deregister Credit Card - Confirm** screen appears.
OR
Click **Back**.
The **Deregister Credit Card** screen appears.

Deregister Credit Card - Confirm

DEREGISTER CREDIT CARD - CONFIRM

19-Jun-2015 06:22:19 GMT +0000 ? [Print] [Star] [Close] [X]

Transaction submitted for Deregister Credit Card having reference 126287061551735 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX1234

User Reference: Reference 234

[OK]

6. Click **OK**.
The **Deregister Credit Card** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

8.11 Supplementary Card Request

Using this service request option, you can raise a request for a supplementary card.

To raise a request for a supplementary Credit Card

1. From the **Select Transaction** list, select the **Supplementary Card Request** option on the **Service Request** screen.
2. Click **Submit**.
The **Supplementary Card Request** screen appears.

Supplementary Card Request

SUPPLEMENTARY CARD REQUEST09-06-2015 11:08:57 GMT +0000 ?

Primary Credit Card Number*:

Select

Product Name*:

Select

Supplementary Card Holder Details

Name*:

Relationship with Primary Credit Card Holder*:

Select

Credit Limit*:

Mother's Maiden Name*:

Date of Birth*:

Embossing Name*:

Cash Limit*:

Limit Type*:

Select

Delivery Details

☒ Branch ☐ Courier

Mode of Delivery*:

Select City

Select Branch

Name*:

Address*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

☐ [Accept Terms and Conditions](#)

Another Service Request

Submit

* Mandatory Fields

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Field Description

| Field Name | Description |
|-----------------------------------|---|
| Primary Credit Card Number | [Mandatory, Drop-Down] Indicates the primary card number for which supplementary card is required. |
| Product Name | [Mandatory, Drop-Down] Indicates the product name for the supplementary credit card to be issued. |

Supplementary Card Holder Details

| | |
|---|---|
| Name | [Mandatory, Alphanumeric, 35] Indicates the name of the prospective supplementary credit card holder. |
| Date of Birth | [Mandatory, Pick List] Indicates the date of birth of prospective supplementary credit card holder. |
| Relationship with Primary Credit Card Holder | [Mandatory, Drop-Down] Indicates your relationship with the person for whom supplementary card is required. |
| Embossing Name | [Mandatory, Alphabets, 35] Indicates the name to be embossed on the supplementary credit card. |
| Credit Limit | [Mandatory, Numeric, 15] Indicates the credit limit for the supplementary credit card. |
| Cash Limit | [Optional, Numeric, 15] Indicates the cash limit for the supplementary credit card. |
| Mother's Maiden Name | [Mandatory, Alphanumeric, 35] Indicates your mother's maiden name. |
| Limit Type | [Mandatory, Drop-Down] Indicates the limit type for the supplementary credit card. The options are <ul style="list-style-type: none"> • Separate • Shared |

Delivery Details

| Field Name | Description |
|---|--|
| Primary Credit Card Number | [Mandatory, Drop-Down] Indicates the primary card number for which supplementary card is required. |
| Product Name | [Mandatory, Drop-Down] Indicates the product name for the supplementary credit card to be issued. |
| Supplementary Card Holder Details | |
| Name | [Mandatory, Alphanumeric, 35] Indicates the name of the prospective supplementary credit card holder. |
| Date of Birth | [Mandatory, Pick List] Indicates the date of birth of prospective supplementary credit card holder. |
| Relationship with Primary Credit Card Holder | [Mandatory, Drop-Down] Indicates your relationship with the person for whom supplementary card is required. |
| Embossing Name | [Mandatory, Alphabets, 35] Indicates the name to be embossed on the supplementary credit card. |
| Credit Limit | [Mandatory, Numeric, 15] Indicates the credit limit for the supplementary credit card. |
| Cash Limit | [Optional, Numeric, 15] Indicates the cash limit for the supplementary credit card. |
| Mother's Maiden Name | [Mandatory, Alphanumeric, 35] Indicates your mother's maiden name. |
| Limit Type | [Mandatory, Drop-Down] Indicates the limit type for the supplementary credit card. The options are <ul style="list-style-type: none"> • Separate • Shared |
| Mode of Delivery | [Mandatory, Option] Indicates the mode of delivery of the supplementary credit card. The options are: <ul style="list-style-type: none"> • Branch • Post/Courier |

| Field Name | Description |
|---|---|
| Primary Credit Card Number | [Mandatory, Drop-Down] Indicates the primary card number for which supplementary card is required. |
| Product Name | [Mandatory, Drop-Down] Indicates the product name for the supplementary credit card to be issued. |
| Supplementary Card Holder Details | |
| Name | [Mandatory, Alphanumeric, 35] Indicates the name of the prospective supplementary credit card holder. |
| Date of Birth | [Mandatory, Pick List] Indicates the date of birth of prospective supplementary credit card holder. |
| Relationship with Primary Credit Card Holder | [Mandatory, Drop-Down] Indicates your relationship with the person for whom supplementary card is required. |
| Embossing Name | [Mandatory, Alphabets, 35] Indicates the name to be embossed on the supplementary credit card. |
| Credit Limit | [Mandatory, Numeric, 15] Indicates the credit limit for the supplementary credit card. |
| Cash Limit | [Optional, Numeric, 15] Indicates the cash limit for the supplementary credit card. |
| Mother's Maiden Name | [Mandatory, Alphanumeric, 35] Indicates your mother's maiden name. |
| Limit Type | [Mandatory, Drop-Down] Indicates the limit type for the supplementary credit card. The options are <ul style="list-style-type: none"> • Separate • Shared |
| Select City | [Conditional, Drop-Down] Indicates the city in which the bank branch is located. To enable this field, select the Branch option, from the Mode of Delivery field. |

| | |
|------------------------|---|
| Select Branch | <p>[Conditional, Drop-Down]</p> <p>Indicates the branch from where the new credit card is to be collected.</p> <p>To enable this field, select the Branch option, from the Mode of Delivery field.</p> |
| Name | <p>[Mandatory, Display, Alphanumeric]</p> <p>Displays your Customer Name as present in the application.</p> <p>Indicates the name of the receiver to whom the supplementary credit card is to be delivered.</p> |
| Address | <p>[Mandatory, Alphanumeric, 34 x 3, Display]</p> <p>Indicates the address of the receiver to whom the supplementary credit card is to be delivered.</p> <p>Displays the address of the bank branch if you select the Bank option from the Mode of Delivery field.</p> <p>Displays your address as present in the application if you select the Courier option from the Mode of Delivery field.</p> |
| City | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the city of the receiver to whom the supplementary credit card is to be delivered.</p> <p>Displays the city of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| State | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the state of the receiver to whom the supplementary credit card is to be delivered.</p> <p>Displays the state of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Country | <p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the country of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the country of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |
| Zip/Postal Code | <p>[Optional, Alphanumeric, 10, Display]</p> <p>Indicates the zip or postal code of the receiver to whom the supplementary credit card is to be delivered.</p> <p>Displays the zip or postal code of the bank branch if you select the Bank option from the Mode of Delivery field.</p> |

- | | |
|------------------------------------|---|
| Phone | <p>[Optional, Numeric, 35]</p> <p>Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the supplementary credit card is to be delivered.</p> |
| Disclaimer | <p>[Display]</p> <p>Displays the disclaimer by the bank, if any.</p> |
| User Reference | <p>[Optional, Alphanumeric, 25]</p> <p>Indicates the reference number for future tracking.</p> |
| Accept Terms and Conditions | <p>[Mandatory, Hyperlink, Checkbox]</p> <p>Displays the link to view the terms and conditions for use of the supplementary credit card.</p> <p>Indicates whether you have accepted the terms and conditions for use of the supplementary credit card.</p> |
3. From the **Primary Credit Card Number** list, select the appropriate option.
 4. From the **Product Name** list, select the appropriate option.
 5. In the **Name** field, enter the name of the prospective supplementary credit card holder.
 6. In the **Date of Birth** field, select the birth date of the prospective supplementary credit card holder.
 7. From the **Relationship with Primary Credit Card Holder** list, select the appropriate option.
 8. In the **Embossing Name** field, enter the name to be embossed on the supplementary credit card.
 9. In the **Credit Limit** field, enter the credit limit for the supplementary credit card.
 10. In the **Mother's Maiden Name** field, enter your mother's maiden name.
 11. From the **Limit Type** list, select the appropriate option.
 12. In the **Mode of Delivery** field, select the appropriate option.
 - a. If you select the **Bank** option:
 - i. From the **Select City** list, select the appropriate option.
 - ii. From the **Select Branch** list, select the appropriate option.
Your Customer Name in the application and the address details of the selected bank branch appear.
 - b. If you select the **Courier** option:
 - i. In the **Name** field, enter the name of the receiver to whom the credit card is to be delivered, if required.
 - ii. In the **Address** field, enter the address of the receiver to whom the credit card is to be delivered, if required.
 13. Click **Submit**.
The **Supplementary Card Request - Verify** screen appears.
OR

Click **Another Service Request**.
The **Service Requests** screen appears.

Supplementary Card Request - Verify

SUPPLEMENTARY CARD REQUEST - VERIFY
24-Jun-2015 06:52:31 GMT +0000
?
Print
Star
Close
Refresh
X

Primary Credit Card Number: XXXXXXXXXXXX1234
Product Name: Gold

Supplementary Card Holder Details

Name: Amit Joshi
Relationship with Primary Credit Card Holder: Brother
Limit Type: Separate
Credit Limit: 90000.00 INR
Cash Limit: 40000.00 INR
Embossing Name: Amit Joshi
Mother's Maiden Name: Medha
Date of Birth: 10-Mar-1988

Delivery Details

Mode of Delivery: Branch
City: BANGALORE
Branch Name: Bank Futura-E06 BRANCH
Name: AMIT
Address: IFLEXPARK
BAGHMANE
BANGALORE
City: BANGALORE
State:
Country: United Kingdom
Zip/Postal Code:
Phone:
User Reference:

Back Confirm

14. Click **Confirm**.
The **Supplementary Card Request - Confirm** screen appears.
OR
Click **Back**.
The **Supplementary Card Request** screen appears.

Supplementary Card Request - Confirm

SUPPLEMENTARY CARD REQUEST - CONFIRM 24-Jun-2015 06:52:31 GMT +0000 ? [Print] [Star] [Close] [Help]

⚠ Transaction submitted for Supplementary Card Request having reference 113478259595961 has been set to status Auto Authorized.

Primary Credit Card Number: XXXXXXXXXXXX1234
Product Name: Gold

Supplementary Card Holder Details

Name: Amit Joshi
Relationship with Primary Credit Card Holder: Brother
Limit Type: Separate
Credit Limit: 90000.00 INR
Cash Limit: 40000.00 INR
Embossing Name: Amit Joshi
Mother's Maiden Name: Medha
Date of Birth: 10-Mar-1988

Delivery Details

Mode of Delivery: Branch
City: BANGALORE
Branch Name: Bank Futura-E06 BRANCH
Name: AMIT
Address: IFLEXPARK
BAGHMANE
BANGALORE
City: BANGALORE
State:
Country: United Kingdom
Zip/Postal Code:
Phone:
User Reference:

[Another Service Request](#) [OK](#)

15. Click **OK**.
The **Supplementary Card Request** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.